

UTILITIES

2018 FACTBOOK

- A closer look at Fort Collins Utilities and the world-class services provided for our community.



• CUSTOMER CONNECTIONS



• WATER



• WASTEWATER



• STORMWATER



• LIGHT & POWER



INSIDE UTILITIES

222 Laporte Ave.
is the first City
building to earn
the LEED V4
platinum rating.



OUR INTENT: to deliver a level of service our customers expect in an environmentally and socially responsible manner while making the best economic choices for the long term.

OUR PURPOSE: to provide innovative, reliable services, inspiring resilient, thriving communities.



SERVICE ACHIEVEMENTS

CUSTOMER CONNECTIONS

Award-winning energy conservation and marketing programs

- CLEAR Consumer Education Award for demand response program
- Solsmart Gold Level Certification

WATER

AWWA Partnership for Safe Water awards

- President's Award for Water Treatment and Distribution Excellence Award
- Gold Leader in the Colorado Department of Public Health and Environment (CDPHE) Environmental Leadership Program
- AMWA Gold Level Achievement (entire drinking water system)

WATER RECLAMATION BIOSOLIDS DIVISION AND POLLUTION CONTROL LABORATORY

Certified environmental management program and leadership award winner

- ISO 14001 Certification over six years for functional Environmental Management System
- CDPHE- Environmental Leadership Program Gold Level
- National Biosolids Partners Silver Level Recognition

STORMWATER

Nationally recognized floodplain management system

- The City's floodplain management program is ranked in the top five out of 2,000 communities by FEMA's Community Rating System

LIGHT & POWER

100% Rating - APPA's RP₃ Diamond award winner

- APPA's RP₃ Diamond award for high proficiency in reliability, safety, work force development and system improvement, 2014 and 2017



”CUSTOMER CONNECTIONS



The new Utilities Administration Building at 222 Laporte Ave. is an important part of contributing to a more sustainable future and meeting the City of Fort Collins' aspirational Climate Action Plan goals.

- **Customer Care** assists with all aspects of utility accounts, billing, program signup and payments.
- **Resource Conservation** offers many diverse energy and water conservation programs for business and residential customers.
- **Communication & Marketing, Community Engagement and Customer Accounts** provide support for all Utilities operational divisions, including infrastructure projects, new and ongoing initiatives and campaigns, conservation goals, and rates and account communications.

SOME FACTS AND NUMBERS



1M BILLS PER YEAR

Approximately 1M utility bills are issued every year (31% are electronic). **Payments totaling about \$200M are processed annually.**

Customer service representatives respond to approximately

119,000 CALLS

annually (10,000 per month).



**Wait time averages
1.11 MINUTES**

OVERALL CUSTOMER SATISFACTION

TYPICALLY

OVER 80% 



FOLLOW

Four social media platforms and a website.

US!

Utilities has a comprehensive

INCOME-QUALIFIED AFFORDABILITY

portfolio of programs for those who need it most.



Community education programs engage over

14,000 ADULTS & CHILDREN

every year!





WATER

Fort Collins' drinking water comes from the Cache la Poudre River and Horsetooth Reservoir and is treated at the Water Treatment Facility. It is distributed to homes and businesses through more than 500 miles of water mains.

SOURCE



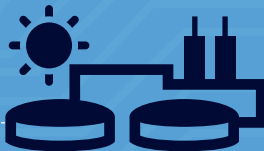
- **Mountain Snowpack**
(high mountain reservoir)
- Snow is primary water source
- Watershed drains **564 square miles**



- Water flows into the **Cache la Poudre River** and **Horsetooth Reservoir**



TREATMENT



- Treatment plant in foothills
(has a 100kw solar array)
- Water Quality Lab
- Water quality – 19,500+ analyses monitoring on source water, treated water



DISTRIBUTION



Service Area is **35 square miles.**

- Pipes, hydrants, valves, services



- **Advanced meters** on businesses and homes

- Home/business water use



SOME FACTS AND NUMBERS



35,000+

Residential = 32,000+ Commercial = 3,000+

SUPPLY: WATER RIGHTS OWNED – TOTAL 75,000 AF

- Water supply to meet an average annual treated water demand of approximately 31,000 acre-feet (AF) during a 1-in-50 year drought in the Poudre River basin

8.23 BILLION GALLONS OF WATER TREATED IN 2017

- Capacity **87M gallons/day**
- Uses a combination of settling, filtration and chemical addition

WATER DISTRIBUTION

- **500+ miles** of water mains (about 3M feet)
- Range from 2" to 60" pipe, 12,900+ valves, 3,700+ hydrants
- 10,000 feet of undersized or aging water mains replaced each year
- Progressive **Water Conservation Programs** since the 1970s with estimated savings of

86M GALLONS IN 2017





WASTEWATER

Wastewater goes through a number of physical and biological treatment steps before it is returned to the environment.

SOURCE

The Winter Quarter Average (WQA), calculates water use from Jan., Feb. and March to best represent indoor water use for wastewater billing.



• Home/business plumbing systems

COLLECTION

• Underground pipes, services, manholes

ALMOST 450 MILES OF PIPE
(2.3M+ feet)

TREATMENT

x2

• **Two plants**, 24x7 operation with combined treatment of **29M GALLONS** per day

• **Laboratories** – monitor water and biosolids returned to **environment** (100% regulatory compliance)

Discharged to **Fossil Creek Reservoir** and **Poudre River**

BIOSOLIDS recycling application at Meadow Springs Ranch



Some treated effluent pumped to Platte River Power Authority's Rawhide Energy Station for cooling needs as part of Reuse Plan



SOME FACTS AND NUMBERS

34,500+ ACCOUNTS

Residential = 32,500+ Commercial = 2,000+

The COLLECTION SYSTEM PIPES range from 4" to 42" DIAMETER

600 feet of undersized or aging pipes replaced each year

Service area is 40 square miles.

75% Percentage of system
CLEANED ANNUALLY
(over 1.8M feet)



- **Less than 3** mainline blockages per year
- **Closed circuit TV inspections** – on 15% of system annually



TREATMENT FACILITIES

UV disinfection at both plants

SAFE, SUSTAINABLE

- 26,600 acre Meadow Springs Ranch – working cattle ranch & biosolids recycling
- 579+ semi-truck loads biosolids/year





STORMWATER

The Stormwater Utility protects water quality in urban waterways and manages mitigation of flood risks in our community.

FLOOD WARNING SYSTEM



- **Located in Poudre Canyon**
(advance warning of flood conditions)
- Data from 55 automatic rain gauges, 48 streamflow gauges and 6 automatic weather stations
- **Emergency notifications available** on cell phones, via text messages and emails and traditional landline phones

BASINS AND DRAINAGE SYSTEMS



x13

Service area is **57 square miles**, the city limits.

STORMWATER DRAINAGE BASINS

Strict development regulations to protect people and structures in floodplains – rated in top 5 communities nationwide by FEMA

- Series of detention **basins**, open **channels** and underground **pipes** for stormwater conveyance
- Stormwater ultimately **drains into Poudre River**
(NOT to wastewater plant)



SOME FACTS AND NUMBERS

43,300+ CUSTOMERS

Residential = 36,000+ Commercial = 7,300+

108 DETENTION BASINS
More than **325 acres**
maintained annually



- **178 miles** of underground drainage pipes, more miles of open channels
- **69** regional drainage channels
- **8,232** stormwater inlet structures

IMPROVEMENTS

- Annually replace about **3,500 feet** of undersized or aging stormwater mains, improve culverts, ditches and ponds
- Master plan of drainage improvements (pipes, detention ponds, channel restoration) provides direction for cost-effective **flood protection** for a 100-year rainfall event
- More than **\$100M** in stormwater infrastructure constructed since 1995
- Stream Rehabilitation Program – **protects and maintains urban watersheds**





LIGHT & POWER

Fort Collins Utilities is committed to a cleaner environment, affordable electric bills and a highly reliable energy system.

GENERATION



- **Rawhide Energy Station**
– coal-fired power generation north of city



- **Renewables**
In 2017, over 15.3% of Fort Collins' electricity came from renewable resources (**wind and solar**) and over 34.8% from carbon-free resources

DISTRIBUTION



- Platte River high-voltage transmission lines transmit electricity to high-voltage substations
- **Utilities substations** – voltage reduced and delivered to homes and businesses through distribution substations and transformers
 - **Advanced meters** on all homes and businesses
 - Streetlights, EV charging stations
 - SCADA (Supervisory Control and Data Acquisition) system monitors and controls power distribution



- **OVER 99% OF ELECTRIC LINES** ^(1,955 miles) **UNDERGROUND**

SOME FACTS AND NUMBERS

71,500+ **METERED CUSTOMERS**

Residential = 63,000+ Commercial = 8,300+
Service area is approximately 46 square miles.



Plans, designs, installs and operates all new electrical infrastructure for homes and businesses in city – including substations (7 substations & 16 transformers)

Installs and maintains streetlight system



11,466 Municipal streetlights
659 Floodlights
10 EV charging stations



24/7 **OUTAGE RESPONSE**

Maintains **973 miles** of **high-voltage circuits**



and 1,851 miles of distribution lines



Wholesale power provider is **Platte River Power Authority**

JOINTLY OWNED by Fort Collins, Loveland, Longmont and Estes Park

More than 20 energy efficiency programs for residential and commercial customers

Savings of 28,500+ megawatt-hours (28M kilowatt-hours) in 2017





- Conservation programs include: **Residential** – renewable energy options, appliance and equipment rebates, recycling opportunities, efficiency assessments, sprinkler audits, demand response program, Home Energy and Water Reports and low-cost loan financing. **Business** – facilities assessments, grants and rebates, Integrated Design Assistance, multifamily partnership with Xcel Energy, renewable energy options and ClimateWise.

- **4,500 unique BUSINESS CUSTOMERS**, including two regional hospitals and 400+ medical offices; high-tech manufacturing; 19 breweries and almost 400 restaurants; educational facilities (e.g., Poudre School District, Colorado State University and Front Range Community College); and more than 1,500 retail stores.



- Part of Fort Collins' high-mountain water supply, a system of ditches and wooden stave pipe, was constructed along steep mountainsides at elevations of 10,000+ feet by early settlers. The wooden pipe was originally more than 5 miles long and some sections still are used today.
- In 2012, the two largest wildfires in the history of the Cache la Poudre River watershed burned nearly 95,000 acres of land. Fort Collins' drinking water quality was maintained at excellent levels.



- Fort Collins Utilities provided approximately 3,250 AF (or about 1.059B gallons) of reusable effluent to Platte River in the 2017 water year (Nov. 1, 2016 – Oct. 31, 2017).
- Meadow Springs Ranch and Soapstone Prairie Natural Area comprise the first municipal land ever used for the introduction of black footed ferrets in September 2014.



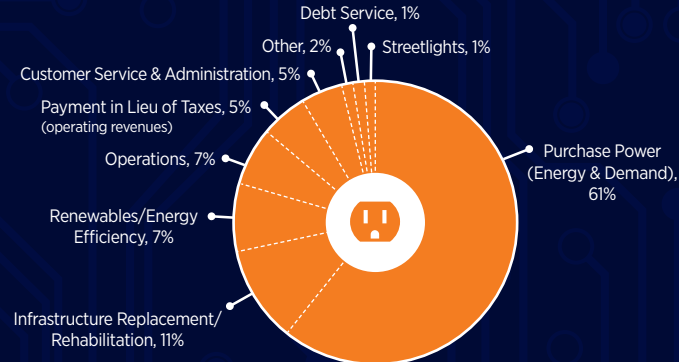
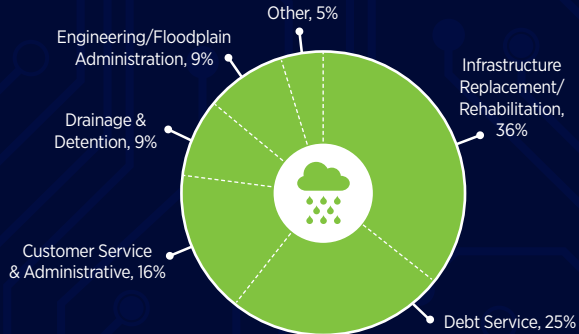
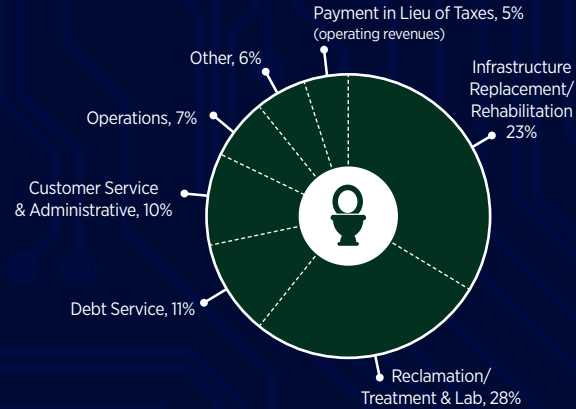
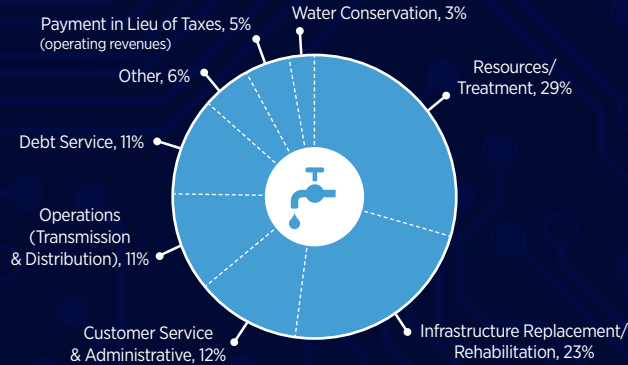
- The city's worst natural disaster occurred in July 1997, when Spring Creek flooded following 14.5 inches of rain in 31 hours. The storm's impact would have been far worse if the City had not invested more than \$5M in stormwater improvements in the Spring Creek basin in the early 1990s.
- In September 2013, Fort Collins received up to 12 inches of rain, resulting in the largest flood event on the Poudre River in the city since 1930. Minimal damage occurred to structures, due in part to a comprehensive floodplain management program.



- 99.99% reliability
- Over 1M minutes of service interruption was avoided due to proactive asset inspection and replacement, with only 74 unplanned outages in 2017 with an average duration of 64.11 minutes.

RATES ALLOCATION

fcgov.com/rates-allocation





fcgov.com/utilities

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970-212-2900

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*Auxiliary aids and services are available for persons with disabilities. V/TDD: 711
Esta información puede ser traducida, sin costo para usted.*